

*File*

THE ADJUTANT GENERAL  
STATE OF NEW HAMPSHIRE  
CONCORD

AGTPO

26 October 1981

NEW HAMPSHIRE NATIONAL GUARD  
TECHNICIAN PERSONNEL REGULATION  
NUMBER 792

TECHNICIAN ASSISTANCE PROGRAM

1. REFERENCE: FPM Supplement 792.2, TPS 792-2.
2. PURPOSE: The purpose of this regulation is to establish a Technician Assistance Program covering all Technicians of the New Hampshire National Guard; to provide effective rehabilitation opportunity to Technicians with problems relating to their use of alcohol and other drugs, or for any other problems which may affect work performance.
3. POLICY: As the Employer, The Adjutant General is concerned with the accomplishment of the New Hampshire National Guard missions and the requisite need to maintain Technician productivity. When a Technician's need of alcohol or drugs interferes with the efficient and safe performance of his/her assigned duties, reduces his/her dependability or reflects discredit on the National Guard, Managers and Supervisors will take action in the form of (1) nondisciplinary procedures under which a Technician with a drinking or drug abuse problem is offered rehabilitative assistance and (2) failing response which results in acceptable work performance, invoke regular disciplinary procedures for dealing with problem technicians.
  - a. The following policies are established and will be supported in the conduct of this program.
    - (1) The National Guard recognizes alcoholism and drug abuse as treatable illnesses.
    - (2) For the purpose of the overall policy, alcoholism is defined as an illness and drug abuse is defined as a health problem in which the technician's job performance is impaired as a direct consequence of the abuse of alcohol or use of drugs.
    - (3) Technicians having the alcoholism illness, drug abuse problem or other problems relating to the use of alcohol or drugs will receive the same careful consideration and offer of assistance that is presently extended to technicians having any other illness.
    - (4) The National Guard is not concerned with the technician's use of alcohol except as it may affect his/her job performance or the efficiency of the service. The National Guard also does not condone technician drug activity which is contrary to law. When management has good reason to believe criminal conduct is directed towards or potentially harmful to the person or property of others, management's first obligation is to those persons or properties, and then to the technician involved.

Supersedes NHNG TPR 792 dated 27 January 1975.

NHNG TPR 792

(5) No technician will have his/her job security or promotion opportunities jeopardized by his/her request for counseling or referral assistance either for alcoholism, drugs, or other personal problems.

(6) The confidential nature of medical records of technicians with drinking problems will be preserved in the same manner as all other medical records. The confidential nature of medical counseling records of technicians with drug abuse problems will be preserved in accordance with Section 408 of Public Law 92-255 and the implementing regulations.

(7) Sick leave will be granted for the purpose of treatment or rehabilitation as in any other illness or health problem.

(8) Technicians who suspect they may have an alcoholism or drug abuse problem, even in the early stages, are encouraged to voluntarily seek counseling and information on an entirely confidential basis by contacting the Program Coordinator in the Technician Personnel Office or by contacting any of the counseling services shown in Attachment #1.

(9) Technicians having legal, financial, marital and family crisis conditions which affect their work performance, are also encouraged to voluntarily seek counseling and information on an entirely confidential basis by contacting the Program Coordinator in the Technician Personnel Office or by contacting any of the counseling services shown in Attachment #1.

#### 4. RESPONSIBILITIES:

a. TECHNICIAN PERSONNEL OFFICE: To develop and implement a Technician Assistance Program and continuously review it to determine its effectiveness.

b. SUPERVISORS: Legitimately, supervisors have fairly explicit expectations of their technicians in terms of job performance and behavior. When technicians fail to fulfill these expectations, supervisors have both the right and the duty to confront them with deficiencies, and to provide them with opportunities to correct the problems, regardless of their beginning. Dealing with poor performance is a basic supervisory responsibility. Early intervention will generally be most helpful in returning technicians to productivity. When alcohol or drug problems are underlying factors in poor performance, timely intervention may also lead to early, even lifesaving identification and treatment of the health problems. In summary, supervisors should:

(1) Be alert, through continuing observation, to changes in the work and/or behavior of assigned technicians.

(2) Document specific instances where a technician's work performance, behavior or attendance fails to meet minimum standards or where the employee's pattern of performance appears to be deteriorating.

(3) Advise the Program Coordinator and their immediate supervisor of the technician's problem, and the possibility of a referral to the Program

NHNG TPR 792

Coordinator but they should not attempt to diagnose or draw conclusions. This is a medical and/or counseling responsibility.

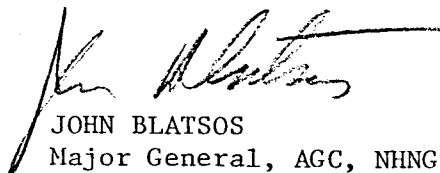
(4) Conduct an interview with the technician focusing on poor work performance and inform the technician of available counseling services in the event poor performance is caused by any personal or health problem.

(5) If the technician refuses help and performance continues to be unsatisfactory, provide a firm choice between accepting agency assistance through counseling or professional diagnosis of his/her problem, and cooperation in treatment, if indicated, or accepting consequences provided for unsatisfactory performance.

5. REHABILITATION EXPENSES: Technicians are responsible for the cost of rehabilitation expenses. The Federal Employees Health Benefits Program may provide partial payment of some costs, depending upon type of rehabilitation and specific Health Benefits Plan.

6. RELATIONSHIP TO DISCIPLINARY ACTIONS: The Technician Assistance Program supplements, but does not replace, existing procedures for dealing with problem technicians. In practice the alcoholic or problem drinker or drug abuser should be dealt with no differently than other problem technicians. The supervisor identifies the aspects of job performance that are not satisfactory, consults with the counseling staff in the TPO about those cases that appear to be developing a trend, discusses aspects of below standard performance with the technician and advises him/her of availability of counseling assistance if the cause of poor performance stems from any personal problem. If the technician refuses to seek counseling and/or if there is no improvement or inadequate improvement in performance, disciplinary actions should be taken, as warranted, solely on the basis of unsatisfactory job performance.

1 Atch  
Counseling Services Available

  
JOHN BLATSOS  
Major General, AGC, NHNG  
The Adjutant General

ATTACHMENT #1, NHNG TPR 792

COUNSELING SERVICE AVAILABLE:

a. Counseling service is available through the Program Coordinator, Technician Personnel Office, State Military Reservation, Concord, NH 03301, Autovon 684-9236/684-9237 or Commercial 228-1135, Ext. 236/237.

b. Counseling services are also available at the following centers:

CONCORD 03301	Counselors located at Central New Hampshire Community Mental Health Services, Inc., Bicentennial Square Telephone - 228-1551 (Toll free 1-800-852-3323) Monday - Friday 8:30 AM - 5:00 PM
DERRY 03038	Alexander Eastman Hospital 44 Birch Street Telephone - 889-6091 and 889-6095 Tuesday - 1:00 PM - 5:00 PM
DOVER 03820	Wentworth Douglass Hospital 789 Central Avenue Telephone - 742-5252 Monday - Friday 8:30 AM - 5:00 PM
EXETER 03833	Exeter Hospital Prospect Hill Telephone - 778-7311, Ext. 552 Monday - Friday 8:30 AM - 5:00 PM
FRANKLIN 03235	Franklin Hospital Aiken Avenue Telephone - 934-3400 Thursdays - 8:30 AM - 5:00 PM
HENNIKER 03242	Contoocook Valley Mental Health Services Faculty Hall, Hall Avenue Telephone - 428-2283 or 428-2333 Tuesdays - 8:30 AM - 5:00 PM
KEENE 03431	Health and Welfare Building 113 Key Road Telephone - 357-3007 Monday, Wednesday, Thursday, Friday - 8:30 AM - 5:00 PM
LACONIA 03246	Lakes Region General Hospital Elliott Street Telephone - 524-3211 Monday - Friday 8:30 AM - 5:00 PM

## ATTACHMENT #1, NHNG TPR 792

LANCASTER 03584	Beatrice D. Weeks Memorial Hospital Middle Street Telephone - 444-5663 Monday - Friday for appointment Thursdays - 8:30 AM - 1:00 PM
LINCOLN 03251	Lin-Wood Medical Center Route 112 Telephone - 444-5663 Monday - Friday for appointment Thursdays - 1:00 PM - 5:00 PM
LITTLETON 03561	All Saints Episcopal Parish House 16 School Street Telephone - 444-5663 Monday - Friday 8:30 AM - 5:00 PM
MANCHESTER 03101	48 Hanover Street (Second Floor) Telephone - 669-2881 and 669-2888 Monday - Friday 8:30 AM - 5:00 PM Mondays and Thursdays to 9:00 PM
MILFORD 03055	Souhegan Nursing Association North River Road Telephone - 673-3460 Call 889-6091 Monday - Friday for appointment Monday - 1:00 PM - 4:30 PM
NASHUA 03060	City Public Health Building 18 Mulberry Street Telephone - 889-6091 and 889-6095 Monday - Friday 8:30 AM - 5:00 PM Thursdays to 9:00 PM
NEW LONDON (a) 03257	Main and Pleasant Streets Telephone - 526-6946
NEW LONDON (b) 03257	New London Hospital County Road Telephone - 526-2911, Ext. 233 Call 542-8750 Monday - Friday for appointment Tuesdays - 8:30 AM - 5:00 PM
NO. CONWAY 03860	Mt. Washington Valley Medical Center P. O. Box 1407 Telephone - 356-5262 Monday - Friday 8:30 AM - 5:00 PM
PLYMOUTH 03264	Sceva Speare Memorial Hospital Hospital Road Call 444-5663 Monday - Friday for appointment Fridays - 1:00 PM - 5:00 PM

AGTPO

26 October 1981

ATTACHMENT #1, NHNG TPR 792

PORTSMOUTH  
03801

84 Congress Street  
Telephone - 431-8305 and 431-8306  
Monday - Friday 8:30 AM - 5:00 PM

ROCHESTER  
03867

Frisbie Memorial Hospital  
Whitehall Road  
Telephone - 332-5211, Ext. 178  
Tuesday, Wednesday, Thursday - 8:30 AM - 5:00 PM  
Monday - AM only

WOLFEBORO  
03894

Huggins Hospital  
South Main Street  
Telephone - 569-2150  
Call 356-5262 Monday - Friday for appointment  
Wednesday - 8:00 AM - 6:00 PM  
Friday - 1:00 PM - 5:00 PM

WOODSVILLE  
03785

District Welfare Office  
45 Central Street  
Call 444-5663 Monday - Friday for appointment  
Friday - 8:30 AM - 1:00 PM

BERLIN  
03570

Androscoggin Valley Mental Health Center  
P. O. Box 276, Page Hill Road  
Telephone - 752-7404

NO. CONWAY  
03860

Carroll County Mental Health Service  
Box 2700  
Telephone - 356-5457

CONCORD  
03301

Hassle House  
238 North Main Street  
Telephone - 224-9313

DUBLIN  
03444

Marathon House  
Box C, Cross Road  
Telephone - 563-8501

DERRY  
03038

Mental Health Center of Southern New Hampshire  
Medical Arts Building, Derry Professional Park  
Birch Street  
Telephone - 434-1577

KEENE  
03431

Monadnock Family and Mental Health Services  
331 Main Street  
Telephone - 357-4400

NASHUA  
03060

Nashua Youth Council  
221 Main Street  
Telephone - 889-1090

AGTPO

26 October 1981

ATTACHMENT #1, NHNG TPR 792

HAMPTON  
03842

Odyssey House, Inc.  
P. O. Box 474, 30 Winnicunnet Road  
Telephone - 926-6702

PORTSMOUTH  
03801

Seacoast Regional Counseling Center  
100 Junkins Avenue  
Telephone - 431-6703

COLEBROOK  
03576

Upper Connecticut Valley Mental Health Center  
P. O. Box 84, 34 Colby Street  
Telephone - 447-3347

HANOVER  
03755

West Central New Hampshire Community Mental Health Services  
50 College Street  
Telephone - 643-3307

LITTLETON  
03561

White Mountain Mental Health Center  
111 Cottage Street  
Telephone - 444-5358

CONWAY  
03818

Northern New Hampshire Mental Health Center  
Box 1000, Washington Street  
Telephone - 447-3347

MANCHESTER  
03104

Halfway House Center - Tirrell House  
15 - 17 Brook Street  
Telephone - 668-2971